ABSTRACT OF THE DISCLOSURE

A communication system includes a packet-based data network coupled to various network entities. The communications system includes a community that has a call processing system and various other devices, such as an integrated voice response (IVR) system and plural agent systems. The call processing system includes a combination of logical entities that perform call processing tasks. As an example, the logical entities may include a Session Initiation Protocol (SIP) proxy, a SIP client, and a SIP server. In response to a call request from outside the community, the call processing system, under control of the server, sends back responses to the originating system. The call processing system also establishes a call with a network element inside the community, such as the IVR system. The IVR system is capable of receiving input data from the originating system. Based on the received input data, the call processing system can reconnect or forward the call to one of the agent systems.